

**FILED**

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**Division of Consumer Affairs**

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STATE OF NEW JERSEY  
DEPARTMENT OF LAW & PUBLIC SAFETY  
DIVISION OF CONSUMER AFFAIRS

IN THE MATTER OF AN	:	
INVESTIGATION BY THE	:	Administrative Action
NEW JERSEY	:	
DIVISION OF CONSUMER AFFAIRS	:	<b>ADDENDUM TO THE ASSURANCE OF</b>
	:	<b>VOLUNTARY COMPLIANCE</b>
of	:	<b>ENTERED DECEMBER 12, 2002</b>
	:	
ELECTRIC MOBILITY CORP.	:	
	:	

This matter having been opened by the New Jersey Division of Consumer Affairs (hereinafter "Consumer Affairs" or the "Division") as an investigation in order to ascertain whether Electric Mobility Corporation and its United States affiliates (hereinafter referred to as "Electric Mobility") have been operating in compliance with the New Jersey Consumer Fraud Act, N.J.S.A. 56:8-1 et seq. (hereinafter referred to as the "CFA"), and the administrative rules adopted pursuant to CFA, N.J.A.C. 13:45A-1 et seq. (hereinafter after referred to as the "Administrative Rules"), and the parties having entered into an Assurance of Voluntary

Compliance filed with the Division of Consumer Affairs on December 12, 2002, (hereinafter referred to as the "Assurance") to resolve any and all issues in controversy, and Electric Mobility desiring to extend the arbitration procedure provided for in the AVC in Paragraphs 40 through 45 of the Assurance, having determined that the arbitration procedure inures to the benefit of its customers and the consumers of the State, and the Division of Consumer Affairs having agreed to such extension and good cause appearing; IT IS NOW, THEREFORE, agreed as follows:

1. For a period of twelve (12) months beginning December 12, 2003, the Division will forward to Electric Mobility any consumer complaints received by Consumer Affairs within thirty (30) days of receipt of such complaint. Complaints received by any county or municipal Consumer Affairs Local Assistance (CALA) office will be forwarded to the Division which will then forward them to Electric Mobility within 30 days of Consumer Affairs' receipt from the county or municipal CALA office. Complaining consumers will be notified by Consumer Affairs that their complaints have been forwarded to Electric Mobility; that they should expect a response from Electric Mobility within 30 days; and of their right to arbitrate the complaint if a settlement with Electric Mobility cannot be reached.

2. Within thirty (30) days of receiving said consumer complaints, Electric Mobility will send a written response to each complaining consumer, with a copy to the New Jersey Division of